

# Procurement Lifecycle Document for Lactalis Australia

## CUAGRO2019 – Common Use Arrangement for Bulk Groceries and Fresh Produce

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### **Contact information**

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Accounts

# Lactalis Australia

**ABN:** 56 072 928 879

**ACN:** 072 928 879



## Contact information

**Louise Michels**

**Phone:** (08) 6228 6158

**Mobile:** 0427 892 065

**Email:** [louise.michels@au.lactalis.com](mailto:louise.michels@au.lactalis.com)

**Enquiries :** [resolve@au.lactalis.com](mailto:resolve@au.lactalis.com)

**Websites:** [www.lactalis.com.au](http://www.lactalis.com.au)

**Postal Address:** 76 Hasler Road Osborne Park WA 6017

**Admin hours:** Monday to Friday 9.00am to 5.00pm

# Buying methods

## Place an Order

You can use the CUA Order Form or your organisation's own order form to make a purchase from Lactalis Australia. Please make sure that you quote the CUA number "CUAGRO2019".

### **OPTION A – Use CUA Order Form or Agency Order Form:**

**STEP 1 (if required):** Use email or phone to communicate with the Contact Person for Customer Orders – Anthea Rocke – via the enquiries email address as per the contact details on page 2 to set up a CUAGRO2019 Account.

**STEP 2:** Fill in the CUA Order Form or your organisation's own order form with the products you require.

**STEP 3:** Send the CUA Order Form to Supplier Name via a dedicated email address – **waorders@au.lactalis.com** for fulfilment. If you have any questions, contact John Smith or Jane Smith via the details on page 2 for further information.

### **OPTION B – Use Supplier Name's Website Ordering System:**

**STEP 1 (if required):** Use email or phone to communicate with the Contact Person for Customer Orders – Anthea Rocke – via the enquiries email address as per contact details on page 2 to set up a CUAGRO2019 Account and Login details for the Supplier Name website.

**STEP 2:** Browse the Supplier Name website and select the required products.

**STEP 3:** Either pay online via the Supplier Name website or indicate that you will pay on your Account soon. If you have any questions, contact Anthea Rocke via the details on page 2 for further information.

## Minimum Order Thresholds

The following Minimum Order Thresholds apply:

Minimum Order Threshold Product Conditions	\$ Threshold	Volume Threshold (cartons, crates etc)	Orders Below Threshold Accepted (YES/NO)	Delivery Fee (for Orders below threshold)
3 crates/cartons	-	Crates/Cartons	NO	-

## Payment of invoices

Pay on your Account via EFT – Account details as follows:

**BSB:** 014-993

**Account:** Customer Specific

Email remittances to Email address

Contact Supplier Name – [customer.accounts@au.lactalis.com](mailto:customer.accounts@au.lactalis.com)

## Delivery

### Perth metropolitan area

#### Perth Metropolitan Region and the City of Mandurah

Free delivery is available to any nominated delivery point located within the Perth Region and the City of Mandurah, including any nominated carrier's depot where consignment to country areas is involved. Free delivery to these locations applies for both Standard Products and Non-Standard Products.

Products will be delivered free-of-charge to your site within 24 hours of ordering. Order cut off is 2pm the day prior. Cut off for Saturday delivery is 12pm Friday. Cut off for Monday delivery is 2pm Friday.

#### Regional Deliveries

For Regional deliveries, Lactalis Australia will deliver to a nominated metropolitan freight forwarder free of charge. Order cut off times are detailed above.

If you have any questions, contact Anthea Rocke via – [anthea.rocke@au.lactalis.com](mailto:anthea.rocke@au.lactalis.com) or phone – 1800 000 257 for further information.

## Disposal and recycling

Milk Crates will be collected by Lactalis Australia.

## Return of rejected goods

Where prior to acceptance, the Products delivered are found to be unsuitable for acceptance due to sub-standard quality, the Customer may reject any or all the Products ordered.

To reject the Products, the Customer must notify the Contractor within three (3) Business Days for non-perishable and one (1) Business Day for perishable or fresh produce. The Products must be removed at the Contractor's expense within such reasonable time as the Customer may direct.

Should the Contractor fail to duly and properly remove the rejected Products within the time specified by the Customer, the Customer shall be entitled to have the rejected Products returned at the Contractor's risk and expense to the Contractor's premises, whereby the Contractor must afford every facility to accept the return of the Products.

Please call Customer Resolution on 1800 000 257 to arrange the return of rejected goods.

## **Account management and invoicing**

If required, Lactalis Australia must provide consolidated invoicing in specific formats as agreed with the Customer. The Account Manager for Customer queries and invoicing is Anthea Rocke who can be contacted via the details on page 2.

# Contact information

## General enquiries

### Admin

**Anthea Roche**

**Phone:** (08) 6228 6158

**Mobile:** 0427 892 065

**Email:** [anthea.roche@au.lactalis.com](mailto:anthea.roche@au.lactalis.com)

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